

South Jordan City

Job Description

Title: Front Desk Cashier
Org: 230270
Pay Grade: S-5

Effective Date: 2/1/16
FLSA: Non-Exempt
Workers Comp: Clerical

This is an “at-will” position. The employee or the City may end the employment relationship at any time, with or without cause or explanation.

GENERAL PURPOSE

Perform a variety of clerical and secretarial duties including cashiering, processing daily deposits, providing information, answering phones, filing, requisitioning supplies, etc.

SUPERVISOR

Recreation Customer Service Supervisor

POSITION(S) SUPERVISED

None

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee’s manager.

Job attendance is required, except for authorized leave.

Accept payment from clients for facility use or other sales, and register clients for a variety of programs and memberships.

Operate telephone equipment; receive, respond to, and direct incoming telephone calls; query callers to identify needed assistance, determine appropriate department or office and direct calls accordingly.

Greet the public; respond to requests for information and provide factual information related to city services, programs, and general policies, practices and procedures; provide patrons with requested forms, publications and other informational materials.

Direct walk-in clients and visitors to proper office locations; apprise staff of appointment arrivals.

Listen to public complaints, questions, etc.; respond to questions and concerns by referring individuals to appropriate personnel for assistance.

Operate computer as needed to perform secretarial duties; type correspondence; deposit shift till.

Manage facility membership records for retrieval and filing.

Perform regular building checks by walking the facility. Address and enforce Fitness Center and City policy and procedures.

Write and deliver messages to personnel; monitor system to detect problems, apprise supervisor of potential problems and repairs.

Ability to maintain productive working relationship with other employees and supervisor(s).

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Graduation from High School or G.E.D.;
- AND
- B. Six (6) months experience in related customer service duties;

2. Knowledge, Skills, and Abilities:

Knowledge of telephone operations and procedures; basic public relations; telephone and interpersonal communication etiquette; general office maintenance and practices; operation of standard office equipment.

Ability to operate a personal computer and Microsoft products.

Ability to work independently and deal effectively with stress caused by continuous public contact; operate standard office equipment; communicate effectively, verbally and in writing; perform basic mathematical calculations; effective working relationships with supervisors, co-workers, and the public.

3. Working Conditions:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Clerical Part Time	EEO-4 Class:	Admin Support
Location:	Fitness Center	EEOP Class:	Admin Support
Group/BU:	Part Time Pay Plan	Tech-Net Match:	